

WHAT MATTERS TO YOU?

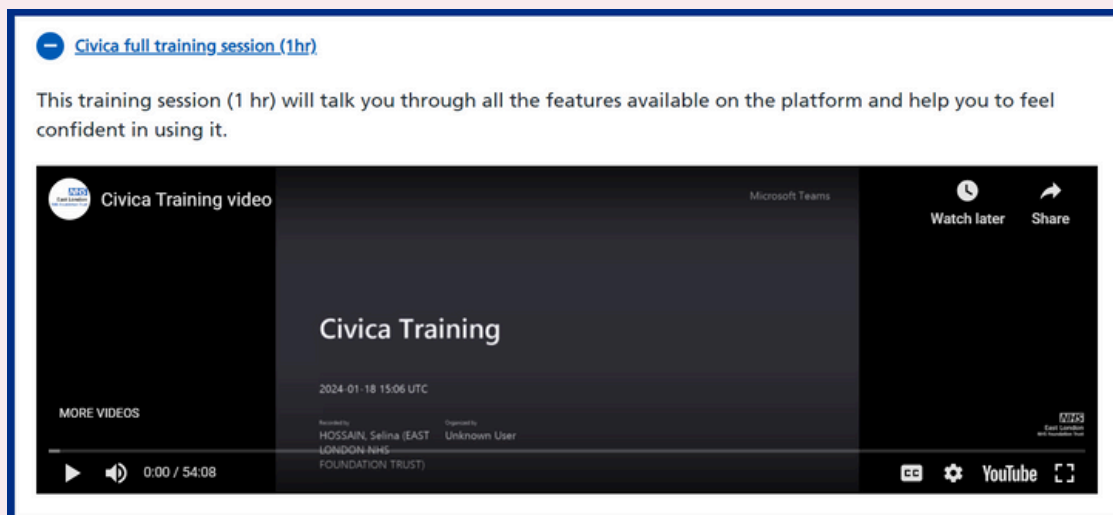
PATIENT EXPERIENCE FEEDBACK NEWSLETTER

This week we're spreading awareness of patient experience feedback, focusing on celebrating international "whatmatterstoyou?" day on June 6th.

All our patients, users of services, their carers and loved ones should be given the opportunity to leave feedback on their care and treatment. We want to share stories and encourage teams to think about doing more of this. In our first edition of this newsletter we are giving you highlights of some recent work, features and resources that we think you'd be interested in!

Resources

Find resources to support you in collecting patient experience feedback, including 'how to' videos of our patient experience platform Civica on the [ELFT QA intranet page](#)



Patient Experience Analysis 2023

We recently shared an analysis presentation at our patient and carer forum looking at various data sources from last year to provide us with a picture of where service users think we are doing a great job in our services and where we could improve, here is a snapshot of the results:



Top 5 Positive Themes	Top 5 Themes to Improve
Treated with respect	Staff attitude
Medication Information	Communication
Friendly staff	Access to services
Professionalism	Support with other areas of life
Flexibility in care	Inconsistency of care

CELEBRATING CARE OPINION STORIES

CHANGE PLANNED



This story may lead to a **change**

A staff responder from the Newham Learning Disabilities team used the Change feature to acknowledge an action taken based on the feedback provided. Read the full story [here](#)
What changes can you make from the feedback provided? Tell us when you've made a change by using this feature, we'll make sure to give you a shout out!

Star Responder Award

Nominations for the Care Opinion Star Responder Award are now open. These are people who you recognise as a brilliant responder. These people go above and beyond to reply to stories, and we think they deserve recognition for this. Submit your nominations by 30th June 2024 [here](#).



Well done to **Bedfordshire Community Health services and Newham Community Health services** for receiving the most positive stories

Coming soon the new Children's Character 'Bear':

Bear is yet to be named feel free to submit your ideas to the QA team

We will be promoting bear at SCYPS very soon!

Bear will help children to share their experiences of care

THIS MONTH'S TOP TIPS FOR COLLECTING PATIENT EXPERIENCE FEEDBACK

- INVOLVE ALL STAFF MEMBERS
- HAVE MORE THAN 1 METHOD OF COLLECTION
- USE OUR RESOURCES
- SET UP AUTOMATED REPORTS FROM CARE OPINION AND CIVICA TO VIEW FEEDBACK REGULARLY

Bear needs your help!

Hi there, I'm the Care Opinion Bear with a heart as big as the mountains!

I love listening to stories, because it brings us closer together. I am here to listen to what you have to say and lend you a helping paw!

Select the button below to begin sharing your story on Care Opinion.

Tell your story with help from Bear

If you would like any support with patient experience feedback or have any questions please email elft.qa@nhs.net